

### **THREE BASIC BELIEFS**

Respect for the Individual
Service to the Customer
Strive for Excellence











### **RULES FOR SUCCESS**

- Establish Priorities
- Executive Support
- Proactive Identification
- Communications
- Preparation
- Partner for Success
- Scalable, Flexible, & Agile
- Play to Your Strengths
- Empowered Autonomy
- Execution!

# **THREE PRIORITIES**

- Take care of our people
- Take care of our operations
- Take care of our community





# Incident Command Strategy



**Crisis Management Team** 

- ✓ Oversee Tactical Response
- ✓ Framing Strategic Options for Decision Makers



Communications

# EOC

# Local Incident Management Team (Tactical)

- ✓ Life Safety Concerns
- √ First Responders

### **Emergency Operations Center**

(Tactical Support)

- ✓ Direct Incident Response
- ✓ Communications Center

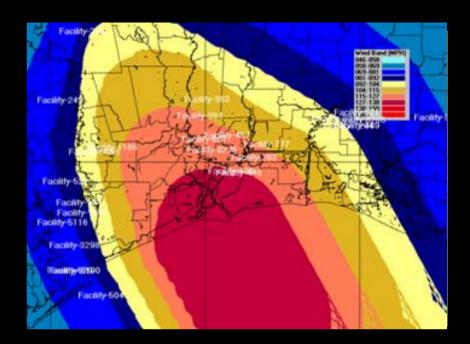


#### (Strategic Response)

- ✓ Corporate Implications
- ✓ Decisions Will Shape Corporate Response

### **MONITORING**

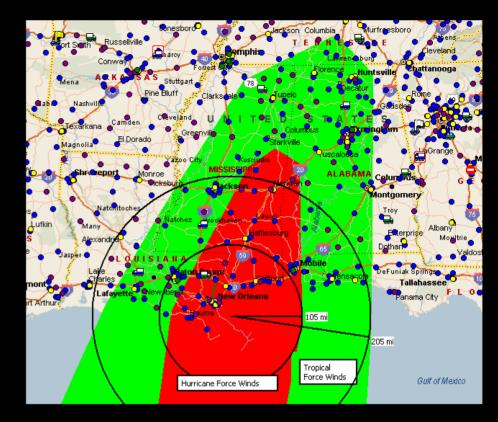
- Information Collection
- Storm Modeling
- •Impact Analysis
- Contracted Consulting



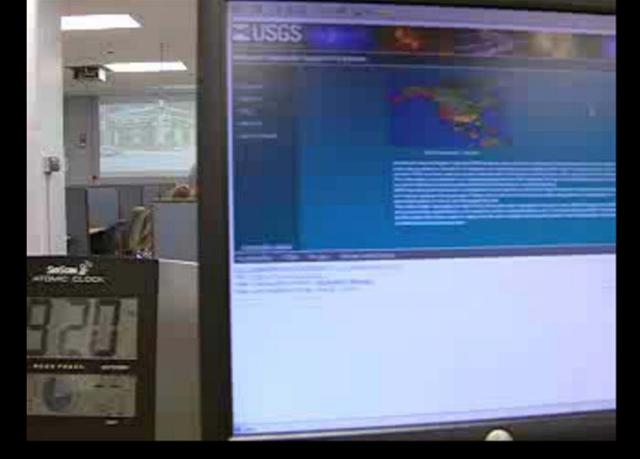


### **PREPARATION**

- Communications
- Associate Readiness
- Facility Preparation
- Emergency Merchandise
- Response Teams Deployed







### **RESPONSE**

Warehouse Administration
Sam's Credit
Traffic
Replenishment
Asset Protection
Red Cross
Salvation Army
Corporate Giving

WM Operations
SAM'S Operations
Facilities Monitoring
Property Loss
Property Loss
Private Fleet
Public Relations
Waste Management

Aviation
Import Logistics
ISD War Room
ISD Field Support
EOC Field Representatives
SAM'S Fuel Stations
Phone Operators
Quality Assurance

# Challenges

# **Partners**

- Assumptions
- False Expectations
- Lack of Relationships
- Communications Systems
- Thin Supply Chain
- Pandemic Preparedness

- Public Sector
- Private Sector
- Non-Profit Organizations
- Volunteer Organizations
- Educational Institutions
- Faith-Based Institutions

## **Initiatives**

- New EOC
- Associate Preparedness
- BIA
- DR/COOP for Home Office
- Weather notification to stores
- Shift to ESF Structure
- Government Relations
- Mass Merchandise
- Associate Emergency Information Line / IM / Sharepoint
- Incident Notification Services
- Use of GIS



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